

ABSTRACT

A system and method for providing communication assistance service based call alerting to an on-line data network user who has not pre-subscribed for automated data network call notification service, and connecting an incoming call at the on-line user's request. Initially, a Trunk Offering feature request or a call completion request to an on-line data network user is received at a voice network operator position system manned by either a live or automated communication assistance service entity, and which runs a service package application software program. The caller is prompted for caller information and a call alert charging strategy is established. The communication assistance service entity then requests that the on-line user be notified of the call request via the data network. After the on-line user is determined to be available for call alerting, the call alert charging strategy is implemented. The on-line user is prompted for a call handling action and the on-line user's response is collected and processed. If the response is to receive the voice network call connection, the on-line user is connected to the caller via an appropriate connection.